

MEM-CL-Initiating Clinical Peer Review

Purpose:

Refer claims information indicating utilization concerns for clinical peer review to determine appropriateness for enrollment or continuation in the Lock-in (LI) program.

Identification of Roles:

- **Lock-in (LI)/Coordinator** – Compiles claim data and completes the Lock-in Clinical Peer Review Form as a summary to send a member's case to clinical review for Lock-in consideration.
- **Clinical Peer Review** –A medical professional reviews each case and determines whether it is appropriate for the member to be entered into the Lock-in program based on the claim history provided. Medical judgments are made by physicians, pharmacists, nurses and other health professionals either employed by, under contract to, or consultants for the department. The medical judgment to place a member in LI is made by one or several of these health professionals on the basis of the body of knowledge each has acquired which meets the standards necessary for licensure or certification under the Iowa licensing statutes for the particular health discipline.

Performance Standards:

NA

Path of Business Procedure:

Step 1: At the beginning of each month, the LI Coordinator will receive a utilization report of members who may be appropriate for LI based on overutilization of Medicaid Services. Pharmacy, emergency room and practitioner claims will be reviewed by the LI Coordinator. If the review indicates inappropriate utilization of healthcare services per the screening criteria, follow the procedure, *MEM-Lock-in Member Selection for Utilization Review*.

Step 2: The LI Coordinator initiates the clinical peer review procedure when a potential Lock-in is identified.

Step 3: The LI Coordinator will complete Lock-in Clinical Peer Review Form that is stored on the Member Services Share Drive: \\Dhsime\memsrv\clinical\Lock-in\Lock-in Forms

Step 4: Information needed to complete this form includes:

- a. Name, State Identification Number (SID), age, and birth date
- b. Dates of claims reviewed
- c. Number of medications prescribed
- d. Number of pharmacies utilized
- e. Number of duplicate medications and early refills
- f. Cities where member has obtained pharmacy or practitioner services
- g. Number of Emergency Room (ER) visits
- h. Number of Non-Emergent (ER) visits
- i. Number of office visits
- j. Number of prescribing providers
- k. Number of office locations
- l. List of physician specialties
- m. Attach the list of medications prescribed and number of fills and early fills for each
- m. Attach the list of all emergency room visits, with date, diagnosis, Hospital utilized and if visits were emergent or non-emergent
- n. List of diagnoses from practitioner claims
- o. Any other pertinent information such as, number of hospitals utilized, dates of previous Member Health Education Program letters, ER and office visits on the same day or consecutive days, diagnoses of substance abuse or withdrawal, and dates of previous Lock-in if applicable

Step 5: The LI Coordinator delivers above information to Clinical Peer Reviewer for medical review to determine if member can benefit from placement in the Lock-in program.

Step 6: The Clinical Peer Reviewer document their clinical decision to place the member into the Lock-in program in the C3 notes section.

Step 7: The LI Coordinator will complete the lock in process.

Step 8: Once all steps of the Lock-in process are completed the LI Coordinator will scan and upload the review packet into C3. The scanned document needs to include the following information:

- a. Lock in peer reviewer form (this needs to be first page of scan)
- b. Member's lock in providers along with who approved. If any providers were contacted and they declined this information also needs to be included with name of person giving denial (this should be the second page scanned)
- c. List of Emergency Room Visits
- d. List of medications
- e. Prescribing providers – along with dates of office visits documented

Forms/Reports:

Lock-in Clinical Review Form

RFP References:

6.5.6.3

Interfaces:

SSNI

MMIS

C3

Data Warehouse

Attachments:

NA